Corrective Action
Tracking System
(CATS)
User's Guide
for Direct
Web Access



Prepared for

The United States Department of Energy

Office of Environmental Safety and Health

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Prepared for
The United States Department of Energy
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Prepared by Highland Technology Services, Inc.

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1.0 Overview

In the autumn of 1998 the DNFSB issued Recommendation 98-1 concerning Integrated Safety Management. The Department responded to the DNFSB with a November 20, 1998 commitment to develop a "consistent, disciplined framework for developing and implementing corrective action plans in response to oversight findings, tracking and reporting status of corrective actions, verifying the completion of corrective actions, and resolving differences or issues that may arise relative to corrective actions." DOE's subsequent March 10, 1999 Implementation Plan for DNFSB Recommendation 98-1

The Department needs a more effective process for tracking and reporting the status of corrective actions in response to oversight issues." Therefore DOE has developed a Department-wide Corrective Action Tracking System (CATS), that allows the DOE community to track and report corrective actions, share safety management information across the complex, and to make DOE safety status and actions available to the general public.

CATS is a Web-based database used to maintain the documentation associated with safety assessments. It is used to create, edit and view Source Reports, Issues, Corrective Action Plans (CAPS) and individual corrective actions (Actions) resulting from assessments. Assessment Reports and their related Issues are entered into CATS by EH-2 staff, while the resulting Corrective Action Plans with itemized corrective Actions are entered by the respective field organizations that were the subject of specific Reports. So that Users may readily find pertinent information, CATS allows the linking of Actions to the Reports and Issues they address.

Security measures have been implemented to ensure the integrity of the data entered into the database. Access to the database is controlled through User IDs and passwords. The IDs, passwords, and CATS data remain secure through encrypted data transmissions across the Internet.

1.1 CATS Database Access Control Overview

Most persons with access to CATS will have view (read-only) access. CATS is available to the general public. To prevent unauthorized persons from entering or changing data in CATS, only specific DOE-HQ or Field persons will be allowed to enter data; they will have Editor rights.

To implement this policy, the following security features have been implemented in the CATS Database:

Lotus Notes Access Control		
Access Control List(s) (ACL)	Used to define the persons with database access and the specific	
	functionality allowed for them.	
ACL Roles	Used to refine ACL functionality, by granting or limiting access	
	to additional database functionality.	
Section Security	Used to limit access (hide) portions of information in a document	
	(typically for the general public).	
Reader/Author Fields	Used to limit or restrict access to views and documents,	
	especially editing access.	

1.2 Recordkeeping

The CATS system is not designed to serve as an electronic recordkeeping system. All pertinent records related to an issue must be maintained by the organization of origin in accordance with DOE regulations and guidance.

1.3 Privacy Act Statement

The CATS is available to the public. All data entered into the system must be carefully reviewed prior to submission to ensure that no Privacy Act information is included..

1.4 Security

The CATS system is an unclassified system. All information entered into the system must be carefully reviewed prior to submission to ensure it is unclassified.

CATS uses the Secure Sockets Layer (SSL) encryption protocol to assure integrity of data as it transits the Internet. Users must have a version of Netscape (or Internet Explorer) that supports SSL communications. Reasonably recent versions do support SSL.

2.0 Using CATS

CATS is a Lotus Notes web-based application that runs from a domino server. CATS can be accessed through one of three Internet Browers; Internet Explorer, Netscape Navigator, or Lotus Notes Web Navigator. Each User is required to initiate a logon ID and password the first time they access CATS. Once the User receives their logon information, they are ready to use the CATS system.

2.1 Accessing the Internet

The Web browser used, is typically one installed by the computer support team for DOE users. To access CATS it can be any one of the following three:

Netscape Navigator



The most common web browser for most Government agencies is Netscape Navigator. (Notice the icon above contains a curve arrow inside a small box indicating the icon is a shortcut or link to the application file on the local drive.) The icon can be removed from the desktop.

Accessing the Internet

To access the Internet using Netscape Navigator, complete the following steps:

 Double-click on the Netscape Navigator icon located on the Windows desktop. The designated home page for your organization, or another one you may have chosen, will be displayed. Internet Explorer



Another popular web browser is Microsoft's own Internet Explorer that comes standard with computers running Windows 95 (version C) or greater, or Windows 98. Internet Explorer is part of the Windows system platform, and therefore cannot be easily removed from the desktop.

Accessing the Internet

To access the Internet using the Microsoft's Internet Explorer, complete the following steps:

1. Double-click on the Internet Explorer icon located on the Windows desktop. The designated home page for your organization, or another one you may have chosen, will be displayed.

Note: For the purpose of this documentation, all examples for Web browsers will relate to the Netscape browser. However, the functionality of the other browsers is very similar.

2.2 URL Address Locator

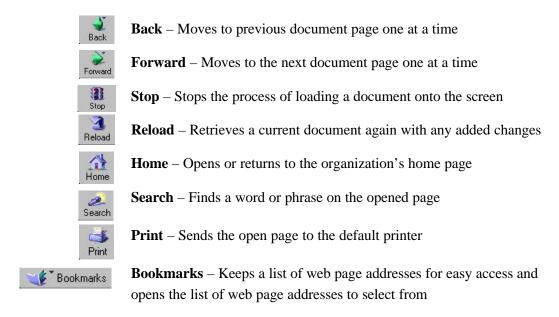
A URL (Uniform Resource Locator) contains specific address components that identify where a web page is located. Http://indicates the link is on the Web and is followed by the domain name or address (e.g., www.doe.gov) that is a location of a direct web site.



- 1. Enter the web site address in the **URL locator bar**.
- 2. Press **Enter** to retrieve the web site.
- 3. Click the **Bookmark** button. A list of bookmarked URLs is displayed.
- 4. Click on **Add Bookmark** to save the address for future use

2.3 Netscape Web Navigator

Web Toolbar Features



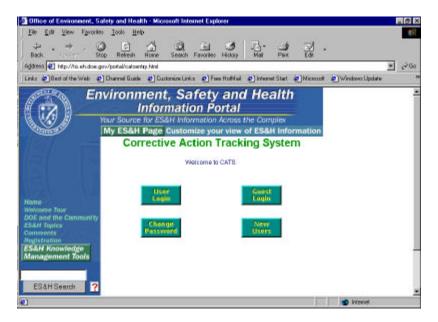
2.4 Accessing CATS:

To access CATS complete the following steps:

- 1. Open your Internet browser.
- 2. Enter the ISM Resource Center page URL: http://tis.eh.doe.gov/portal/ism/cats.htm.
- 3. Click on the registration/logon option for **Corrective Action Tracking System (CATS)**.



The **Corrective Action Tracking System** screen provides four (4) login options: User Login, Guest Login, Change Password, and New Users.



OPTION 1: First Time User

1a. Click once on the **New Users** button.



Note: If prompted with a Security dialog box, select **OK** or **Continue** button.

- 1b. When the registration screen appears, click on the **Request New Account** button.
- 1c. Select a Lotus Notes user type from the **CATS Access Information** screen.
- 1d. Complete the attached on-line registration form and click the **Submit Request** button.

In approximately 2-3 business days, you will receive your access information via the e-mail address you provided on the registration form.

OPTION 2: Registered User

2a. Click once on the **User Login** button.



Note: If prompted with a Security dialog box, select **OK** or **Continue** button.

2b. Enter your user name and password. Click OK. (Note: Passwords are case sensitive.)



2c. You are entered into the CATS Main Menu system:



Option 3: Guest Login

- 3a. Click on the **Guest Login** button.
- 3b. At the guest access screen, click the **Guest**Login button.
- 3c. Enter the user name and password; click OK.



3d. You are entered into the CATS Main Menu system:



Option 4: Change Password

4a. Click the **Change Password**



4b. When the registration screen appears, click on the **Change Password** button.

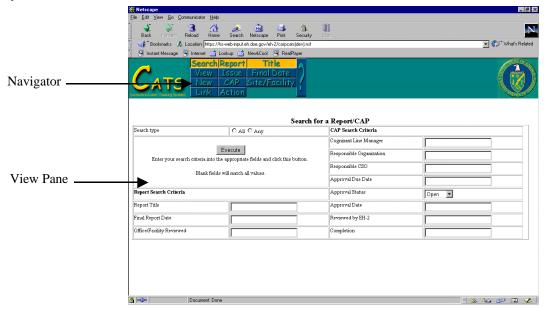
Note: If prompted with a Security dialog box, select **OK** or **Continue** button..

- 4c. Enter your user name and password at the Change Password Request screen. Click OK.
- 4d. Enter your old password.
- 4e. Enter a new password or keep the one provided by the system.
- 4f. Click the Submit Request button.

Note: As a **registered** user, you are also able to enter the CATS Main Menu via any bookmarked CATS page. If you choose to access CATS using this method, the system will bypass the logon page (bottom of page 5), and prompt you for your login ID and password before entering the CATS Main Menu.

2.5 CATS Main Menu Overview

Once the User has successfully logged onto the CATS system, the following CATS Main Menu is displayed.



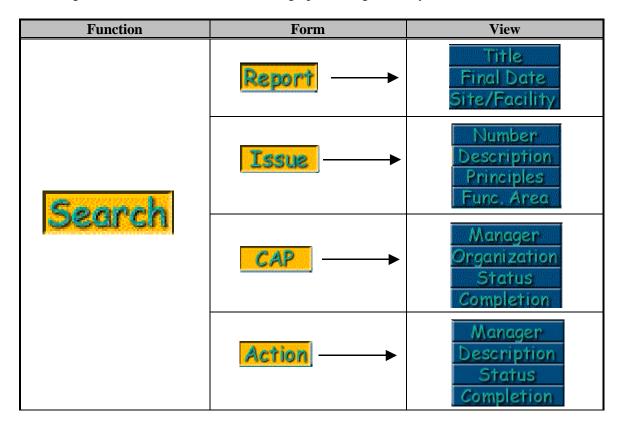
View	Description
Navigator	Displays a list of actions and forms available to the user. (There is
	more on the Navigator in the Navigating CATS section of this
	document, below.)
View Pane	Displays the form selected in the Navigator, or displays documents
	selected.

2.6 Navigating CATS

CATS provides a nesting navigation system. The nesting navigation system consists of three levels of options: Function, Form, and View. Each level is not necessarily available for each function selected. A button in the Navigator represents each possible selection. When a button is selected, it's color changes from Blue to Yellow on the screen.



Following is an outline of the available nesting options, organized by level.



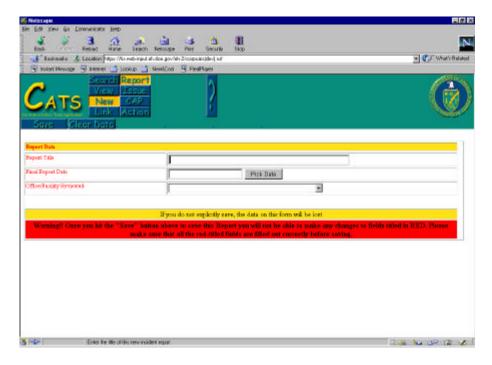
Function	Form	View
View	Report	Title Final Date Site/Facility
	Issue	Number Description Principles Func. Area
	CAP -	Manager Organization Status Completion
	Action	Manager Description Status Completion
New	Report	
	Issue	
	CAP	
	Action	
Link	Add	Issue Action
	Delete	Issue Action

3.0 CATS Data Entry

The CATS database allows authorized Users to create four different types of documents; Source Reports, Issues, Actions, and CAPs.

3.1 Create a Source Report

The Source Report is the Office of Oversight report in which the safety issue (s) are identified. Reports and issues from Evaluations, Special Reviews, Special Studies, and Type A Accident Investigations are tracked in the CATS. Source Report information is entered into CATS by the Office of Oversight.



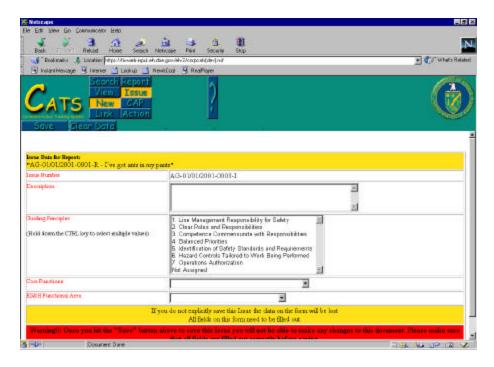
- 1. From the Main Menu, select the **New** button.
- 2. Select the **Report** button. The report form is displayed.
- 3. Click once in the Report Title field. Enter the title of the source report. Press **TAB** to go to the next field.
- 4. Enter the final report date in the field in MM/DD/YYYY format. Or, click once on the **Pick Date** button and select the appropriate date from the Netscape Calendar. Press **TAB** twice to go to the next field.
- 5. From the drop down list, select the Office/Facility Reviewed.
- 6. Click once on the **Save** button to save the report entry into the database. (Note that the Report text itself, is not entered into the CATS system.)

NOTE: If you make a mistake while entering the data, select the Clear Data button to clear all fields.

NOTE: Once a Report entry is made, CATS automatically takes you to the Issue entry field so the Issues associated with the Report may be entered – see the next section below.

3.2 Create an Issue

An issue is a concise statement of the safety finding, problem, judgement of need or deficiency that needs to be resolved by line management. The Office of Oversight enters Issues into CATS.



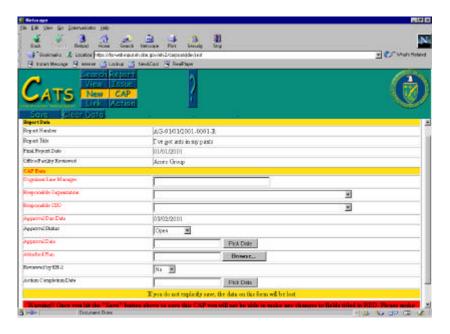
If creating a new Issue immediately after creating a report, skip to step 5.

- 1. From the Main Menu, select the **New** button.
- 2. Select the **Issue** button. The Assign New Issue to Report screen is displayed.
- 3. From the drop down list, select the Report to which the new Issue should be assigned.
- 4. Click once on the **Assign** button. The New Issue form is displayed.
- 5. Click once in the description field and enter a description of the new Issue. Where possible the issue description should be taken verbatim from the final approved report, study, evaluation, accident investigation, or other applicable mechanism. *If the report word-processing file is available, this can be done very easily using Windows' Edit-Copy and Edit-Paste features.*
- 6. Click once on the appropriate Guiding Principle from the available list.
- 7. From the drop down list, select the appropriate Core Functions.
- 8. From the drop down list, select the appropriate ES&H Functional Area.
- 9. Click once on the **Save** button. The issue is saved in the database and a new blank issue form is displayed. The new issue form is associated with the report previously created, or selected in Step 3.

Note: If you want to clear the New Issue form before saving the issue, click once on the Clear Data button.

3.3 Create a Corrective Action Plan (CAP)

The CAP is prepared by the cognizant line manager, in consultation with the applicable CSO. The CAP addresses the Issues raised in the Formal Independent Oversight Assessment Report.

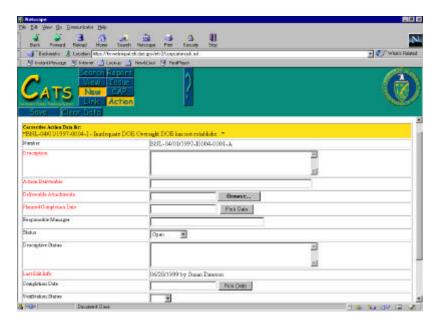


- 1. From the Main Menu, select the **New** button.
- 2. Select the **CAP** button. The Put CAP Data on Report screen is displayed.
- 3. From the drop down list, select the report to which to assign the new CAP.
- 4. Click once on the **Assign** button. The New CAP form is displayed.
- 5. Click once in the Cognizant Line Manager field and enter the appropriate information.
- 6. From the drop down list, select the appropriate Responsible Organization.
- 7. From the drop down list, select the appropriate Responsible CSO. Press **TAB** to go to the next field.
- 8. The Approval Due Date field is completed automatically by CATS.
- 9. From the drop down list, select the appropriate Approval Status. Press **TAB** to go to the next field.
- 7. Enter the appropriate date in MM/DD/YYYY format in the Approval Date field. Or, click once on the **Pick Date** button and select the appropriate date from the Netscape Calendar. Press **TAB** twice to go to the next field.
- 10. Enter the appropriate information in the Attached Plan field by clicking once on the **Browse** button. The Windows 95 file management dialog box is displayed. Locate and select the appropriate file to attach to the new CAP. Press **TAB** to go to the next field.
- 11. From the drop down list, select the appropriate data for the Reviewed by EH-2 field. Press **TAB** to go to the next field.
- 12. Enter the appropriate date in MM/DD/YYYY format in the Action Completion Date field. Or, click once on the **Pick Date** button and select the appropriate date from the Netscape Calendar.
- 13. Select the Save button to save the CAP to the Report identified in Step 4.

Note: If you want to clear the New CAP form before saving the CAP, click once on the Clear Data button.

3.4 Create an Action

Corrective actions describe actions that will correct the safety issues identified in the independent oversight report.

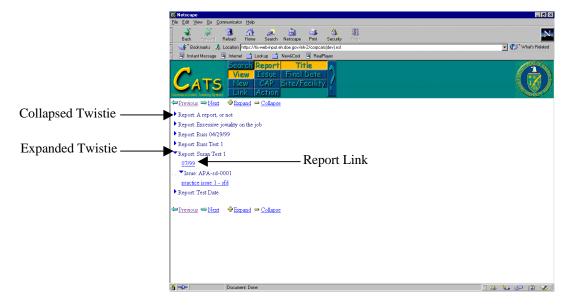


- 1. From the Main Menu, select the **New** button.
- 2. Select the **Action** button. The Pick a Report screen is displayed.
- 3. From the drop down list, select the Report to which to search for an Issue.
- 4. Click once on the **Select** button. The Pick an Issue form is displayed.
- 5. From the drop down list, select the Issue to which to assign an Action.
- 6. Click once on the **Assign** button. The New Action form is displayed.
- 7. The Number field is automatically calculated and displayed.
- 8. Click once in the Description field and enter the appropriate data. Press **TAB** to go to the next field.
- 9. Enter the appropriate data in the Action Deliverable field. Press **TAB** to go to the next field. Where possible the description and deliverable should be taken verbatim from the Corrective Action Plan. If the CAP word-processing file is available, this can be done very easily using Windows' Edit-Copy and Edit-Paste features.
- 10. From the Deliverable Attachments field, click once on the **Browse** button. The Windows 95 file management dialog box is displayed. Locate and select the appropriate file to attach to the Action. Press **TAB** to go to the next field.
- 11. Enter the appropriate date in MM/DD/YYYY format in the Planned Completion Date field. Or, click once on the **Pick Date** button to select a date from the Netscape Calendar. Press **TAB** twice to go to the next field.
- 12. Enter the appropriate data in the Responsible Manager field. Press **TAB** to go to the next field.
- 13. From the drop down list, select the appropriate Status. Press **TAB** to go to the next field.
- 14. Enter the appropriate data in the Descriptive Status field. Press **TAB** to go to the next field.
- 15. Enter the appropriate date in MM/DD/YYYY format in the Completion Date field. Or, click once on the **Pick Date** button and select the appropriate date from the Netscape Calendar. Press **TAB** twice to go to the next field.
- 16. From the drop down list, select the appropriate Verification Status.
- 17. Click once on the **Save** button to save the form to the database.

Note: If you want to clear the New Action form before saving the Action, click once on the **Clear Data** button.

4.0 Viewing Data

4.1 Viewing a Source Report

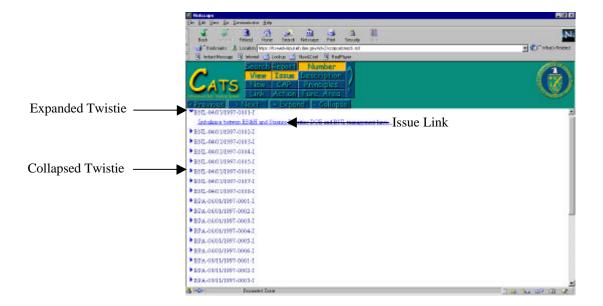


- 1. From the Main Menu, select the **View** button.
- 2. Select the **Report** button.
- 3. Select the appropriate sorting button. A list of source reports is displayed by the selected sorting category.
- 4. To view details of the source report, click once on the collapsed twistie to the left of the desired report to expand it. The report and all associated Issues are displayed.
- 5. To open the report, click once on the report link. The report is launched and displayed on the screen.

Note: To expand all Reports and associated Issues displayed, click once on the **Expand** button. To collapse all Reports and Issues expanded, click once on the **Collapse** button.

Note: To scroll between pages of Reports, click on the Next and Previous buttons displayed on the Main Menu bar.

4.2 Viewing an Issue

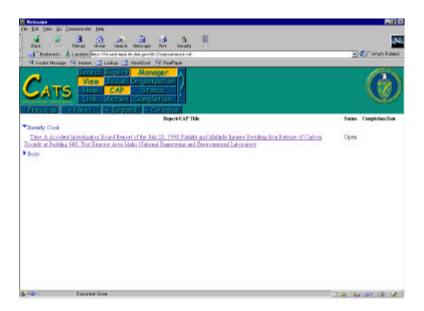


- 1. From the Main Menu, select the **View** button.
- 2. Select the **Issue** button.
- 3. Select the appropriate sorting button. A list of issues is displayed by the selected sorting category.
- 4. To view details of an issue, click once on the collapsed twistie to the left of the desired issue to expand it.
- 5. To open the issue, click once on the issue link. The issue is launched and displayed on the screen.

Note: To expand all Issues displayed, click once on the **Expand** button. To collapse all Issues expanded, click once on the **Collapse** button.

Note: To scroll between pages of Issues, click on the **Next** and **Previous** buttons displayed on the Main Menu bar.

4.3 Viewing a CAP

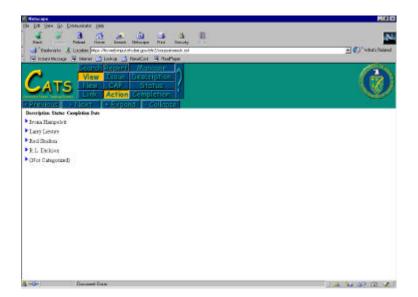


- 1. From the Main Menu, select the **View** button.
- 2. Select the **CAP** button.
- 3. Select the appropriate sorting button. A list of CAPS is displayed by the selected sorting category.
- 4. To view details of a CAP, click once on the collapsed twistie to the left of the desired CAP to expand it.
- 5. To open the CAP, click once on the CAP link. The CAP is launched and displayed on the screen.

Note: To expand all CAPs displayed, click once on the **Expand** button. To collapse all CAPs expanded, click once on the **Collapse** button.

Note: To scroll between pages of CAPs, click on the **Next** and **Previous** buttons displayed on the Main Menu bar.

4.4 Viewing an Action



- 1. From the Main Menu, select the **View** button.
- 2. Select the **Action** button.
- 3. Select the appropriate sorting button. A list of actions is displayed by the selected sorting category.
- 4. To view details of an Action, click once on the collapsed twistie to the left of the desired Action to expand it.
- 5. To open the Action, click once on the Action link. The Action is launched and displayed on the screen.

Note: To expand all CAPs displayed, click once on the **Expand** button. To collapse all CAPs expanded, click once on the **Collapse** button.

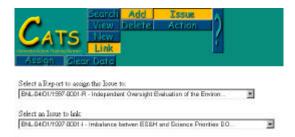
Note: To scroll between pages of CAPs, click on the **Next** and **Previous** buttons displayed on the Main Menu bar.

5.0 Linking Data

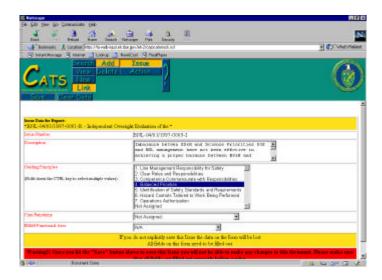
CATS is intended to provide a complete documentation trail that starts with a Report, lists the Issues identified in that Report, identifies the Corrective Action Plan that responds to the Report, and then itemizes the corrective Actions that address each Issue. The CATS database automatically asks users for the Report for which Issues are being entered, or for the CAP for which Actions are being entered. However, just in case it is needed, CATS gives users the options to link previously created Issues to Source Reports, and previously created Actions to Issues. For example, it may be the case that an Action addresses more than one Issue, or an Issue has a number of Actions that address it.

5.1 Link an Issue to a Source Report

- 1. From the Main Menu, select the **Link** button.
- 2. Select the **Add** button. Select the **Issue** button. A dialog box is displayed.



- 3. From the list provided, select the appropriate report to assign an issue.
- 4. From the list provided, select the Issue to link to the selected report.
- 5. Click on the **Assign** button. The issue is linked to the selected report. The following screen is displayed.



- 6. If necessary, click once in the Description field to edit the description provided.
- 7. From the list provided, select the appropriate Guiding Principles by clicking once on the desired selection. To select multiple selections, press the Ctrl key then the appropriate selections.
- 8. From the list provided, select the appropriate Core Functions by clicking once on the desired selection.
- 9. From the list provided, select the appropriate ES&H Functional Area by clicking once on the desired selection.
- 10. Select the **Save** button to save the issue and link it to the selected report.

5.2 Link an Action to an Issue

- 1. From the Main Menu, select the Link button.
- 2. Select the **Add** button. Select the **Action** button. The following screen is displayed.



- 3. From the list provided, select the Report to which to locate the Issue. Select the **Select** button. The Pick an Issue screen is displayed.
- 4. From the list provided, select the Issue to which to link the Action. Select the **Select** button.
- 5. From the list provided, select the Action to link to the Issue/Report. Select the **Assign** Button. A message is displayed notifying the User if the action was successful.

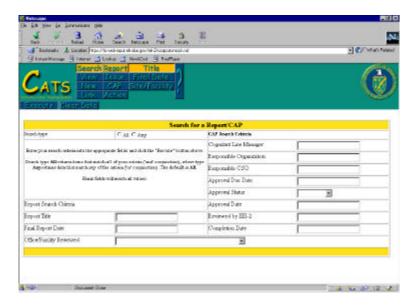
5.3 Unlink an Action from an Issue

- 1. From the Main Menu, select the **Link** button.
- 2. Select the **Delete** button. Select the **Action** button. The Pick a Report screen is displayed.
- 3. From the list provided, select the Report to which to locate the Issue. Select the **Select** button. The Pick an Issue screen is displayed.
- 4. From the list provided, select the Issue to which to unlink the Action. Select the **Select** button.
- 5. From the list provided, select the Action to unlink from the Issue/Report. Select the **Assign** Button. A message is displayed notifying the User if the action was successful.

6.0 Search Feature

CATS provides Users with the ability to search throughout the CATS database for specific Source Reports, Issues, CAPs or Actions.

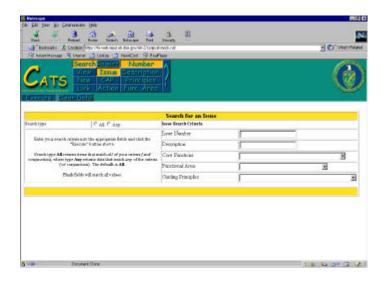
6.1 Search for Source Report



19

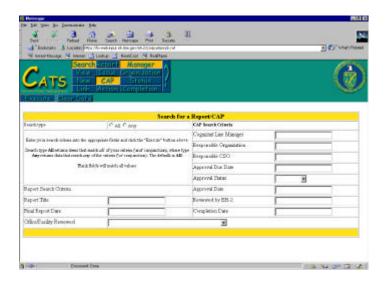
- 1. From the Main Menu, select the **Search** button.
- 2. Select the **Report** button.
- 3. Select the appropriate sort button. The search form is displayed.
- 4. Complete the form as appropriate.
- 5. Click once on the **Execute** button. Your results are displayed.
- 6. Click once on the Report Link to display the Report.

6.2 Search for Issue



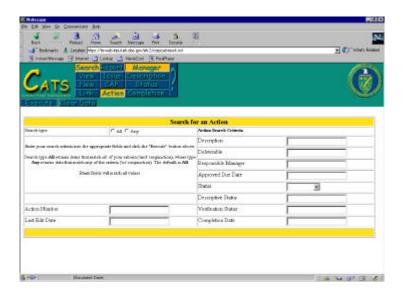
- 1. From the Main Menu, select the **Search** button.
- 2. Select the **Issue** button.
- 3. Select the appropriate sort button. The search form is displayed.
- 4. Complete the form as appropriate.
- 5. Click once on the **Execute** button. Your results are displayed.
- 6. Click once on the Issue Link to display the Issue.

6.3 Search for CAP



- 1. From the Main Menu, select the **Search** button.
- 2. Select the **CAP** button.
- 3. Select the appropriate sort button. The search form is displayed.
- 4. Complete the form as appropriate.
- 5. Click once on the **Execute** button. Your results are displayed.
- 6. Click once on the CAP Link to display the CAP.

6.4 Search for Action



- 1. From the Main Menu, select the **Search** button.
- 2. Select the **Action** button.
- 3. Select the appropriate sort button. The search form is displayed.
- 4. Complete the form as appropriate.
- 5. Click once on the **Execute** button. Your results are displayed.
- 6. Click once on the Action Link to display the Action.

7.0 Edit Data

CATS provides a method for users to edit both CAPs and Actions within the database. In the event that a user should make a mistake on a Corrective Action Plan that can not be edited within the CATS database, they should complete and submit a Data Change Request Form. To obtain a Data Change Request Form, please go to Appendix A of this manual, or retrieve one from the web site.

Upon completion of the Data Change Request Form, please submit it to the following address for evaluation.

U.S. DOE
ES&H InfoCenter, EH-72, 270CC
19901 Germantown Rd
Germantown , MD 20874
Phone: 1-800-473-4375
FAX: 301-903-9823

Once your completed Data Change Request Form is received, the database administrator will evaluate your request and notify you of the status of your request. *Please note that not all requests will be honored. Change requests are subject to final approval for change by the database administrator.*

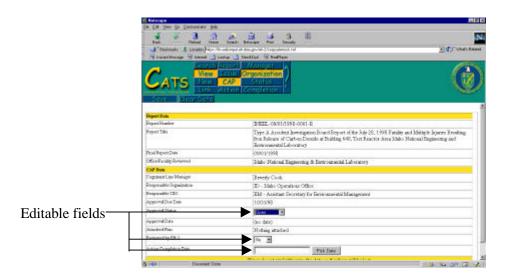
7.1 Edit Source Reports

Source Reports comprise the foundation for the CATS database, upon which everything else depends. Users cannot edit Source Report data once it has been entered into the database.

7.2 Edit Issues

Likewise, the Issues contained in Source Reports comprise the foundation for the CATS database. Users cannot edit Issue data once it has been entered into the database.

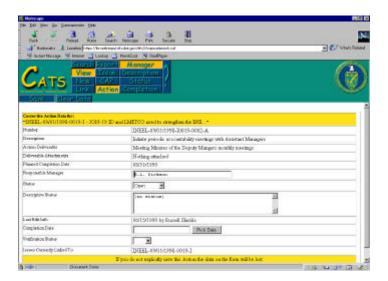
7.3 Edit CAPs



LOCATE THE CAP TO EDIT THROUGH EITHER THE SEARCH OR VIEW OPTIONS.

- 1. Click once on the CAP to edit. The CAP is opened in read only mode.
- 2. Click once on the **Edit** button to edit the document.
- 3. Make the appropriate edits to the document. *Note: Users can only edit the Approval Status field, the Reviewed by EH-2 field, and the Action Completed Date field.*
- 4. Click once on the **Save** button to save and close the document.

7.4 Edit Actions



- 1. Locate the Action to edit through either the Search or View options.
- 2. Click once on the Action to edit. The Action is opened in read only mode.
- 3. Click once on the Edit button.
- 4. Make the appropriate changes to the Action form. Note: the User can only edit the Responsible Manager field, the Status field, the Descriptive Status field, Completion Date field, and the Verification Status field.
- 5. Click once on the Save button to save the changes.

8.0 Reports

To Be Determined

Appendix A: Data Change Request Form

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ES&H Helpline 301-903-8358 • 1-800-473-4375 Internet: esh-infocenter@eh.doe.gov ES&H TIS Web Site: http://tis.eh.doe.gov

For	ES&H InfoCenter Use ONLY
RECEIVED APPROVAL ACTION CLOSED	DATE DATE DATE DATE DATE DATE DATE

Corrective Action Tracking System DATA Change Request Form

	ES&H InfoCenter, EH-72, 270CC 19901 Germantown Rd. Germantown, MD 20874	FAX:	301-903-9823
(Type or Print)			
Name:			
	(1	(Finat)	/M: J JI

	(Last)	(First)	(Middle Initial)	
AUTHORITY / SITE:				
Company Name:				
Work Phone:				
Internet E-Mail Address:				
Item #:				
Change(s) to be made:				
Reason for change(s):				
Requestors Signature:		Date:		
DBA Summary of Changes:				

DBA Signature:

Date: